



CASE STUDY

**NETWORK
AUTOMATION**

A Prominent Cisco Gold Partner in the United States

Accelerating Customer Acquisition Onboarding for Managed Services



CHALLENGE

A prominent Cisco Gold Partner and system integrator in the United States, specializing in network management services. The company experienced lengthy onboarding cycles for new clients seeking their network management solutions. The traditional onboarding process involved manual tasks like:

Inventory Discovery: Manually collecting information on all network devices (routers, switches, etc.)

End-of-Life (EOL) Assessment: Identifying devices nearing the end of their support lifecycle.

Network Topology Mapping: Creating diagrams illustrating device connectivity.

Configuration Gap Analysis: Manually reviewing configurations to detect security vulnerabilities and gaps incompatible with the new network management tool.

Configuration Updates: Manually applying configuration changes to integrate devices with the network management tool and enhance security.

These manual processes were time-consuming, often taking months to complete for a single client. This delay hindered their ability to acquire new clients and impacted their potential business growth.

SOLUTION

The company implemented UTORA to automate the entire onboarding process. UTORA's capabilities streamlined the following aspects:

Automated Discovery: UTORA automatically discovered and documented all network devices, creating a comprehensive inventory within minutes.

Instant EOL Identification: UTORA compared device models with manufacturer databases, flagging EOL devices for potential security risks and upgrade considerations.

Auto-Generated Topology Maps: UTORA leveraged network communication protocols to automatically generate up-to-date network topology diagrams, saving significant time and effort.

Streamlined Gap Analysis: UTORA's built-in compliance libraries identified configurations deviating from security best practices and the new network management tool's requirements.

Automated Configuration Updates: UTORA facilitated pushing necessary configuration changes to the devices, integrating them with the management tool and hardening security in one step.

BENEFITS

Reduced Onboarding Time: UTORA slashed onboarding cycles from months to mere hours, significantly improving their efficiency and reducing human cost.

Faster Customer Acquisition: Streamlined onboarding enabled them to onboard new clients quickly, accelerating business growth.

Reduced Manual Work: Automating tasks freed up valuable IT resources for other critical activities and empowering human resource.

Improved Accuracy: Automation minimized errors associated with manual data collection and configuration changes.

Digital Customer Record: By consolidating all customer's network data (inventory, security, EOL, diagrams, and compliance) in one platform, vendors gain real-time visibility, enabling proactive maintenance, faster troubleshooting, and improved customer satisfaction.

CONCLUSION

UTORA's network automation capabilities transformed the client's onboarding process.

By automating discovery, assessment, & configuration updates, UTORA significantly reduced onboarding time, allowing the company to acquire new clients faster and achieve potentially substantial business growth. This case study demonstrates the power of automation in streamlining network management services and gaining a competitive edge in the market.

“**UTORA automates device onboarding process for managed services to reduce project time from months to hours**”